

REQUEST FOR EXPRESSIONS OF INTEREST

“Recruitment of IT Operations and Analytics Tool (ITOA) Consultant”

AFRICAN DEVELOPMENT BANK
Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE D'IVOIRE
Corporate IT Services Department (TCIS)
E-mail: IT_Recruitment@AFDB.ORG

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: *IT Operations and Analytics Tool (ITOA) Consultant*.
2. The **Corporate IT Services department (TCIS)** will roll out and integrate Cloud based SPLUNK IT Service Intelligence as an **ITOA (IT Operations and Analytics) Solution** and is seeking an ITOA specialist to administer, provide technical expertise to the Bank. Taking the solution from integration to adoption and support to the infrastructure and services management.

The selected Consultant will be part of the Project team of the ITOA Solution. He/ She will provide guidance and expertise to the project team from first level to the escalation team and supervise the dedicated staff evolution in the product knowledge both as group and on an individual level. The Consultant will organise and provide direction that align and support the Bank's directives with modern management and business continuity. He/ She will provide an integral and background knowledge link between the ITOA solution across the multiple Organization Groups at the Bank.

The Consultant is required to perform ongoing administration, advise on the new solution design and implementation, application support, security analytics, and reports & visualization development of the bank wide Splunk IT Service Intelligence (ITSI). The Consultant is also required to update and maintain technical documentation and diagrams for all elements involved in this project.

In close collaboration with the Project team including the Contractor in charge of the implementation, the consultant will also be required to advise on how to implement enhancements that will improve the reliability, sustainability, and performance of the Splunk ITSI product as an ITOA Tool.

The purpose of this consultancy is to acquire the services of an IT Operations and Analytics Specialist to assist the Bank in the implementation of the SPLUNK ITSI Cloud version by a selected contractor. This will cover Splunk ITSI Administration, Configuration, and Support Services.

- The Consultant shall provide necessary information needed to meet the requirements outlined in this Statement of Work (SOW). This should fall within the general areas of:
 - ✓ Splunk ITSI Architecture analysis and improvement, including fault tolerance and/or high availability.
 - ✓ Splunk ITSI Architecture improvement Roadmap Development.
 - ✓ Continuity of Business and Disaster Recovery design analysis and improvement implementation for the Splunk Architecture.
 - ✓ Installation, configuration, management, and optimization of Splunk ITSI.

- ✓ Monitoring and optimization of Splunk ITSI Architecture performance.
 - ✓ Analysis and improvement of configuration of data collection and data mapping.
 - ✓ Analysis and improvement implementation of backup strategy for the Splunk ITSI Architecture.
- The Consultant 's support services shall be focused on (but not limited to) the following technologies:
 - ✓ Splunk ITSI
 - ✓ Splunk Enterprise
 - ✓ The Splunk App for Enterprise Security
 - ✓ The Splunk App for VMware
 - ✓ Splunk Addons for Microsoft Office 265, Microsoft Teams, Zoom, etc)
 - ✓ Splunk End User Behaviour Analytics
 - ✓ Splunk Integration with the ITSM Service Now for process Management (Major Incident Management, Event Management, etc...)
 - Lead Maintenance and Reporting on the environment, including all relevant 3rd party technical components.
 - Have strong vast understanding of cloud architecture solutions
 - Understand cyber security concept and directives.
 - Lead end-user training efforts, including creation of user documentation and hands-on training exercise(s), for both operational and technical users.
 - Lead Training and documentation creation,
 - Supervise product knowledge and self-development for support team
 - Initiate SPLUNK ITSI solution feedback to allow continuous product improvement based on external product experiences.
 - Support SPLUNK ITSI software quality assurance activities, including testing and documentation of product issues.
 - Establish clear, accurate project timelines and schedules; Monitor progress against schedule; build in and execute contingency plans as necessary.
 - Proactively troubleshoot and resolve issues that arise.
 - Update and maintain project issues list, which includes prioritizing issues.
 - Liaise and support internal teams with the capabilities of the solution.
 - Be the first point of call for Bank wide system integration and changes

3. REQUIRED SKILLS AND QUALIFICATIONS:

The incumbent should have the following skills:

- **At least Bachelor Engineering degree with 10 Years experience in Computer science, Information Technology or related fields**
or **Master/Engineering degree with 5 Years experience in Computer science, Information**

Technology or related fields.

- At least 2 years of experience with any ITOA Tool
- Splunk Certified in Splunk Enterprise and IT Service Intelligence (Preferably not mandatory)
- Experience in onboarding new data, inputting new information, creating new dashboards, extraction info through Splunk
- Experience with Linux and Windows agents for ITOA administration (preferably with a solid understanding of the Splunk Enterprise and ITSI system)
- Experience implementing a distributed ITOA environment
- Experience with ITOA Tool in a cloud environment including design, implementation, and support of Index Clusters, Forwarders, Search-Head Clusters Setup, etc.
- Familiarity with metric-based monitoring and integration with event-based monitoring
- Familiarity with server-side scripting
- Has a broad experience from either a development or operations perspective
- Experience with SQL
- Experience having deployed SPLUNK ITSI as an ITOA Solution to enterprise customers. (Preferably)
- Experience with Office 365 and Windows 10 management
- Experience designing Architecture Topology.
- Experience with ITIL
- Experience in Product Management, Project Management, or Change Management preferred
- Technical design and documentation experience preferred.
- Excellent verbal and written communication skills; can explain technical topics in simple terms; is able to think quickly and react to client-impacting situations.
- Technical and creative problem-solving skills
- Excellent written, verbal and presentation skills, ability to effectively explain complex technical concepts to both technical and non-technical staff
- Experience working with geographically dispersed team members and customers
- Able to work independently and in a collaborative manner with other teams.
- Ability to adapt to a dynamic environment.
- Ability to complete tasks with limited direction.
- Takes initiative to successfully complete projects and promote company advancement.
- Proficient in all Microsoft Office applications (Word, Excel, PowerPoint)
- Fluent in French and English.

4. The **Corporate Information Technology Services Department (TCIS)** invites Individual Consultants to indicate their interest in providing the above-described services. Interested Consultants shall provide information on their qualifications and experience demonstrating their ability to undertake this Assignment (**CV, documents, reference to similar services, experience in similar assignments, etc.**).

5. The eligibility criteria, the establishment of a short list and the selection procedures shall be in conformity with the Bank's procedures for the acquisition of consulting services funded by the administrative or capital expenditure. Please, note that interest expressed by a Consultant does not imply any obligation on the part of the Bank to include him/her in the shortlist.
6. The duration of the services is **six (06) months**.
7. The tentative starting date is **01 August 2023**.
8. Interested Individual Consultants may obtain further information at the address below during the Bank's working hours: from 08:00 to 17:00 hours, Abidjan Local Time.
9. Expressions of interest must be received by email at the address below no later than **Friday, 16 June 2023 at 17:00 hours, Abidjan local time** and specifically mentioning **"EXPRESSION OF INTEREST - RECRUITMENT OF IT OPERATIONS AND ANALYTICS TOOL (ITOA) CONSULTANT"**.

For the attention of: **IT Recruitment Team**
African Development Bank
Corporate IT Services Department (TCIS)
Avenue Joseph Anoma, 01 B.P. 1387,
Abidjan, CÔTE d'IVOIRE
Email : IT_Recruitment@AFDB.ORG

10. ESTABLISHMENT OF THE SHORT LIST

A shortlist of three to six individual consultants will be established at the end the request of expressions of interest. The consultants on the shortlist will be judged on the following criteria on the basis of their updated resume.

Level of education in general	20%
Educational level compared to the field of mission	20%
Years of experience in general	20%
Number of years of experience relevant to the mission	40%